



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

April 7, 2004

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne Brathwaite Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

Board of Supervisors
GLORIA MOLINA
First District

YVONNE BRATHWAITE BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

CHILD ABUSE HOTLINE CONNECTION WITH 2-1-1

On January 6, 2004 (Syn No. 4), on the motion of Chairman Knabe, your Board directed the Department of Children and Family Services (DCFS), along with the Chief Administrative Officer (CAO), to report back within 30 days on the feasibility of utilizing an information and referral service to provide telephone lines for callers requiring general information and/or referrals for services, without compromising child safety, and also to explore the possibility of incorporating this service into the County's plan for a 2-1-1 system.

On February 6, 2004, the Director of DCFS reported to your Board that DCFS was working with the CAO to address the January 6, 2004 motion as a part of the 2-1-1 business plan being developed jointly by Info Line of Los Angeles and a County Task Force chaired by the CAO's staff, and including representatives of the Internal Services Department, Chief Information Officer, County Counsel, and the following affected health and human service departments: Children and Family Services, Community and Senior Services, Health Services, Mental Health, and Public Social Services.

A timeline for development of the 2-1-1 business plan has been prepared that projects completion of the draft plan in August 2004. Under the California Public Utilities Commission's resolution designating Info Line of Los Angeles as the 2-1-1 provider for the County of Los Angeles, 2-1-1 must be operative to some extent in October 2004.

Each Supervisor
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We will provide your Board with the next status report on our progress in developing the 2-1-1 business plan in 60 days. In the meantime, should you have any questions, please contact me or your staff may contact Lari Sheehan at (213) 974-1174 or lsheehan@cao.co.la.ca.us .

DEJ:LS:os

c: Executive Officer, Board of Supervisors
County Counsel
Director of Children and Family Services